

# KIWA BCS SERVICE PROTOCOL

## INTERNATIONAL



**This service protocol applies for process of organic certification under**


- EU Regulation
- NOP
- JAS
- Other standards (TN, OSKSA)

The following described as standard procedures which may vary from case to case, 'client' is used for both applicant and operator.

Information about invoicing and payment activities must be consulted to your Kiwa BCS local office.

For contacts and further information refer to the Kiwa BCS homepages:

- Our organic certifications:
  - <https://www.kiwa.com/de/en/markets/agri-feed-food/organic/>
  - <https://www.kiwa.com/de/en/about-kiwa/general-terms-and-conditions-regulations-and-forms/>
    - Look in section "*Kiwa BCS Öko-Garantie GmbH*" for "*Organic Certification in Third Countries*"
- Contact List of Kiwa BCS local offices:
  - <https://www.kiwa.com/de/en/about-kiwa/general-terms-and-conditions-regulations-and-forms/>
    - Look in section "*Kiwa BCS Öko-Garantie GmbH*" for "*International Locations...*"

STEPS	INFORMATION	PROVIDED DOCUMENTS
1) Inquiry of client	The client inquires at Kiwa BCS about organic certification according one or different organic standards for which Kiwa BCS is recognized/accredited for.	
		
2) Provision of application form by Kiwa BCS	On request, Kiwa BCS provides the client with the Kiwa BCS application form (if applies, organisational chart) for certification as well as general information about Kiwa BCS and its services.	<ul style="list-style-type: none"><li>▪ Application Form + organisational chart</li><li>▪ General JAS Info, if applicable</li><li>▪ General NOP Info, if applicable</li></ul>

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STEPS	INFORMATION	PROVIDED DOCUMENTS
3) Formal application by client	The client completes and signs the application form and all pages have to be submitted digital to Kiwa BCS.	▪
4) Review of application and preparation of cost estimate (offer) by Kiwa BCS	If the application is accepted by Kiwa BCS, a cost estimate (offer) based on details given in the application form is prepared by Kiwa BCS. Cost is calculated according to time requirements for inspection and certification.	▪ Offer (local) Service Fees (available upon client's request)
5) Acceptance of offer by the client and provision of further information by Kiwa BCS	If the offer is accepted by the client, Kiwa BCS provides the contractual documents and further specific information on the standard required for certification.  Note: Links to the various certification standards can be found on the Kiwa BCS Homepage, see above.	▪ Kiwa BCS certification contract ▪ Kiwa BCS Standard Terms & Conditions ▪ Logo-use-agreement if requested ▪ Kiwa BCS Inspection program(s), Catalogue of measures, NOP 4002 Penalty Matrix
6) Return of certification contract by the client	The client completes, signs the contract and sends back to Kiwa office.	
7) Provision of organic system plan (OSP) by Kiwa BCS	Upon receipt of the signed contract by client, Kiwa BCS provides the client with the organic system plan and accompanying documents.	▪ Organic system plan (OSP) formats including declaration
8) Completion of OSP by client	The client completes and signs the OSP (and JAS-documents, if applicable) and sends them back digital to Kiwa BCS together with any relevant attachments. The OSP must be received by Kiwa BCS prior to the inspection.	▪ OSP with attachments by client

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STEPS	INFORMATION	PROVIDED DOCUMENTS
9) Review of OSP by Kiwa BCS	Kiwa BCS reviews the OSP (and JAS-documents), verifies the compliance with the organic standards and clarifies any open aspects with client.	
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10) Announcement of on-site inspection by Kiwa BCS	Kiwa BCS sends out the inspection announcement with date of inspection and name of assigned Kiwa BCS inspector.	<ul style="list-style-type: none"> <li>Inspection announcement</li> </ul>
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11) On-site Inspection	<p>The inspection includes a visit of the client's operation(s) to assess each unit with respect to compliance with the organic standards applied for certification. The conformity of the existing OSP with the actual on-site conditions is carefully examined. All findings are documented in the evaluation report. During the closing meeting with the client or its representative non-compliance/findings, corrective actions (depending on the regulation) and the need for additional information or documents is explained. The inspection/evaluation report is signed by the client and inspector. The client receives the inspection/evaluation report and attachments from the inspector by email. If required by client a printed version will be provided by Kiwa BCS in addition. In case samples were taken, a reference sample stays with the client.</p> <p>Note: It is mandatory to conduct physical inspections once a year (calendar year). However, Kiwa BCS will conduct additional announced or unannounced inspections depending on the risk of the operation and other additional controls requested by the regulations.</p>	<ul style="list-style-type: none"> <li>Inspection/evaluation report</li> </ul>
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12) Review and certification	<p>Based on the noncompliance of the inspection/evaluation report Kiwa BCS determines if a client complies with the certification requirements.</p> <p>Note: To maintain a high degree of objectivity in the decision-making process, the Kiwa BCS certification process applies the principle of a three-step process: Inspection (evaluation), review, certification. At least two different individuals have to carry out these three steps. The review shall be carried out by individual(s) who have not been involved in the evaluation process.</p>	



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STEPS	INFORMATION	PROVIDED DOCUMENTS
	The review and the certification decision can be completed concurrently by the same individual.	
13) Certification decision	<p>Certification is granted if the operation fully complies with all requirements of the applied organic standard(s). Any minor noncompliances are specified in the certification report to the client, including timelines for defining and implementing corrective action plan accordingly.</p> <p>Certification is denied if an operation is not (yet) compliant with the applicable organic standard (major/critical noncompliances). Kiwa BCS informs the client about the noncompliances which have led to the denial and detailing the necessary steps, which would enable the operation to become certified.</p> <p>As soon as the client implements appropriate corrective actions, certification may be granted. The client must inform Kiwa BCS about implemented corrective actions in writing and send all relevant evidences to Kiwa BCS. If deemed necessary Kiwa BCS may decide to conduct additional inspections in order to verify the implementation of the corrective actions (starts again at step 10). In any case, the client has the right to appeal against Kiwa BCS certification decision. Any appeal must be presented in written form, detailing the reason for appeal.</p> <p>Complaint forms are available on the Kiwa homepage at <a href="http://www.kiwa.com/de/en">www.kiwa.com/de/en</a> the download section.</p>	<ul style="list-style-type: none"> <li>▪ Certification report</li> <li>▪ NOP letters</li> </ul>
14) Certificate and certification report (Certification Documentation)	<p>When granting certification Kiwa BCS issues the certificate and delivers it in digital form together with the certification report to the client.</p> <p>The client has to review the certificate and the certification report. The client informs Kiwa BCS within 2 weeks after transmission, if Certification Documentation is incorrect. Any request for modification must be presented in writing.</p> <p>Note: Any change or modification in the Certification Documentation after issuance is not included in the offer.</p>	<ul style="list-style-type: none"> <li>▪ Organic certificate</li> <li>▪ Certification report and Approved plotlist or member's list accordingly and attachments, if required (NOP letters)</li> <li>▪ JAS Logo and logo usage agreement – in case of first JAS certification</li> </ul>

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### STEPS



#### 15) Ongoing certification

### INFORMATION

### PROVIDED DOCUMENTS

Certification status is subject to mandatory public verification at Kiwa BCS for:

EU-organic-certification:

- <https://www.kiwa.com/de/en/media/certified-companies/>
- <https://webgate.ec.europa.eu/tracesnt/directory/publication/organic-operator/index#!?sort=-issuedOn&showAdvancedSearch#!%23!%3Fsrt=-issuedOn&showAdvancedSearch>

NOP-certification:

- <https://organic.ams.usda.gov/Integrity/>

As long as client is certified, the following requirements for continuation of certification apply:

- Timely information (annual update) to Kiwa BCS about any changes to the organic production system then send updated OSP
- Annual on-site inspection
- Additional special inspections depending on the risk assessment of the client if necessary
- Inspection can be conducted announced and unannounced.
- Submission of the updated OSP by the client (and JAS-relevant documents, if applicable) to Kiwa BCS prior to inspection or written notification to Kiwa BCS that no changes to the OSP are required (refer to step 8 above).

Changes to certification requirements, that affect the certification status will be communicated promptly and directly to clients certified by Kiwa BCS. Optionally, other updates or information on Kiwa BCS and the certification standards can be announced at [www.kiwa.com/de/en](http://www.kiwa.com/de/en)